

## Position Description | Administration Assistant

### REPORTING

<b>Reports To</b>	Team Leader - Support Services
<b>Direct Reports</b>	None

### PURPOSE

- To provide assistance as required within the Support Services team.
- To deliver exceptional customer service assistance. Greet patients and visitors and direct them. Answer calls and field them accordingly. Addressing patients and visitors questions and needs to provide an overall welcoming environment.

### SKILLS

Essential Skills	Highly Desirable Skills
<ul style="list-style-type: none"> <li>• Ability to work autonomously as well as part of a team.</li> <li>• Exceptional customer service focus.</li> <li>• Competent computer skills.</li> <li>• Outstanding communication skills.</li> <li>• Well organised with excellent time management skills.</li> <li>• Flexible to be able to work extra hours if required.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience in a healthcare setting.</li> <li>• Previous administration experience</li> </ul>

### KEY RELATIONSHIPS

<b>Internal</b>	<ul style="list-style-type: none"> <li>• Support Services Team</li> <li>• Senior Clinical Team</li> <li>• Ward Clerk</li> <li>• Maintenance Coordinator</li> <li>• Finance Team</li> <li>• Purchasing Team</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>• Patients and their Family/Whānau</li> <li>• Various service providers</li> </ul>

## KEY ACCOUNTABILITIES

<p><b>Administrative</b></p>	<ul style="list-style-type: none"> <li>• Processes and collates Day Stay clinical records accurately and efficiently on a daily basis (e.g. discharges) before sending to Finance for invoicing. Provides back-up to the Ward Clerk to process patient's Inpatient discharge files.</li> <li>• Assist the reception team with processing Te Whatu Ora - Te Tai Tokerau discharges</li> <li>• To maintain the patient file storage area and send completed files to Crown Storage for archiving.</li> <li>• To assist the reception team with general administrative duties including:             <ul style="list-style-type: none"> <li>○ Checking of NHI's and accurately inputting data/ patient details into the computer system.</li> <li>○ Preparation of patient charts and files.</li> <li>○ Greeting patients at reception, confirming their details and admitting them into the computer system.</li> <li>○ Accepting and receipting patient payments accurately and efficiently.</li> <li>○ Accepting loan equipment back from patients.</li> <li>○ Maintaining a tidy reception and work area.</li> <li>○ Photocopying, printing, binding, laminating and filing.</li> <li>○ Ordering of patient notes and records from Crown Storage.</li> <li>○ Checking NHI numbers for patients.</li> <li>○ Maintaining stationary, printing supplies, relevant forms, script pads and drug books etc.</li> <li>○ Accurately sending OILA's to the appropriate recipients in a timely manner.</li> </ul> </li> <li>• To assist with equipment maintenance/asset filing and recording in the quality management system.</li> <li>• To assist with non-clinical purchasing of office supplies, equipment etc. as directed.</li> <li>• To assist, as necessary, with Housekeeping duties.</li> <li>• Other duties as directed.</li> </ul>
<p><b>Patient/Customer Service</b></p>	<ul style="list-style-type: none"> <li>• Monitor the hospitals Information email mailbox and action emails appropriately in a timely manner.</li> <li>• Deliver high quality customer service to users of Kensington Private Hospital ensuring standards meet customer expectations of a private hospital:             <ul style="list-style-type: none"> <li>○ Welcome patients and visitors in a friendly and pleasant manner that makes them feel at ease.</li> <li>○ Provide a courteous and friendly telephone service and answering and redirecting calls promptly, professionally and efficiently in a customer focused manner.</li> </ul> </li> <li>• Present a professional image and act in an appropriate manner at all times.</li> </ul>
<p><b>Health and Safety</b></p>	<ul style="list-style-type: none"> <li>• Maintain a safe and appropriate work environment, engage in safe workplace practices, and manage health and safety for reporting staff and others. Report accidents, risks and incidents as they arise.</li> </ul>

<b>General</b>	<ul style="list-style-type: none"> <li>• Actively seeks learning opportunities to ensure knowledge and skills are continually evolving in line with current best practice.             <ul style="list-style-type: none"> <li>○ Participates in the Company’s performance development process.</li> <li>○ Keep up to date with developments in the field.</li> <li>○ Demonstrate a commitment to ongoing personal and professional development.</li> </ul> </li> <li>• Upholds and promotes the Company values, house rules, policies and procedures.</li> <li>• Recognises and respects cultural differences and the application of Te Tiriti o Waitangi principles with the intent of enabling access and improving health outcomes for Māori and Pacific Island patients and increasing cultural diversity within our workforce.</li> <li>• Ensure compliance with the Privacy Act and Privacy policy.</li> <li>• Be proactive in recommending quality improvement initiatives.</li> </ul>
----------------	---

### DELEGATED AUTHORITIES

- None

<b>DOCUMENT NAME:</b> doc_343_Position Description - Administration Assistant_v2	<b>APPROVAL OFFICER:</b> People & Culture Manager
<b>REVIEW DATE:</b> 9 February 2026	<b>DATE APPROVED:</b> 9 February 2023